

Activate my Client Benefit Account (CBA)

- Check for your Confirmation email.
- Go to www.WashingtonConnection.org.
- Click the Access Your Account button on the Login tab to sign into your Washington Connection Account.
- From the Washington Connection Home page, hover over the **My Account** tab and click the **My CBA** button.
- Use the activation code provided in the email, your DSHS Client ID, and residential zip code from the selections provided.
- Click the Next button.
- Once you receive the Account Activation message on Washington Connection, click the Log out link at the top right corner.

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Accessing my Client Benefit Account (CBA)

- Click the Access Your Account button on the Login tab to sign into your Washington Connection Account.
- Enter user ID and password.
- Click Submit.
- From the Washington Connection Home page, click the My CBA button on the My Account drop down menu.
- Read the Client Benefit Account Notice, and click Accept to view basic data about your case.

You can access your client benefit account on this free and secure website 24/7.

Important Information you may need to create and activate your CBA (for your personal use only).

Jser ID
Confirmation Code
Client Identification Number
Residential Zip Code
Activation Code
Other

HAVING TROUBLE?

You can find more information in the Washington Connection **About This Site** tab under My Account.

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Create a Client Benefit Account Today!



Here's why - 24/7 access to:

- **✓** Current benefits
- **☑** Benefit history
- ✓ Documents submitted
- ✓ Important dates
- ✓ Link to ProviderOne
- ✓ Link to access EBT card balance and replacement requests
- ✓ Pre-filled Mid-Certification Review





Do you want to save time?

Here are 5 steps to a fast, easy, secure way to access your DSHS benefit account information.



Before you get started, you will need:

- Access to the internet
- Email account
- DSHS Client Identification Number
- Know your residential zip code
- Your name as it appears on DSHS records
- *If you already have a Washington Connection SAW account activated, skip to **step 3**.

Create a Washington Connection Account

- Go to www.WashingtonConnection.org.
- Click on Create New Account button on the Create Account drop down menu.
- Complete all the data fields on the Create a New User Account page.
- Click the **Next** button.
- Check your email for the confirmation code*.
- * If you don't receive an activation email, check your junk/ spam folder. If not using a smart phone, you will need to close the website before activating your account.



Activate my Washington Connection Account

- From the Confirmation email, click the second link provided to activate your Account.
- The **New User Account Confirmation** screen will appear.
- Click the **Login** link.
 - OR -
- From the Washington Connection Home page, hover over the Create Account tab and click the Activate Your Account button.
- Enter your User ID and Confirmation Code that was sent to your email.
- Click the Next button.
- Click the **Login** link.
- Enter your User ID, Password and click Submit.

Now that your Washington Connection Account is activated, you are ready to create your Client Benefit Account.



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Create my Client Benefit Account (CBA)

- Click the Access Your Account button on the Login drop down menu to sign into your Washington Connection Account.
- From the Summary page, click the Access Client Benefit Account Information link.
- Click My CBA button on the My Account drop down menu.
- Complete all the data fields on the Registration page exactly as DSHS has it on file using your residential zip code.
- Click the Next button.
- Check your email for the information on the next step to activate your Client Benefit Account (CBA).
- Click the Log out button next to your name.



